Ohio | Department of Medicaid

Stage 2 – Member Eligibility Verification

Provider Journey Maps

September 2022

Stage 2 – Member Eligibility Verification | Overview

Purpose and Considerations

- Purpose
  - » Instruct providers on how to verify member eligibility via the Ohio Medicaid Enterprise System (OMES) Provider Network Management (PNM) Module
- Considerations
  - » Providers must have OH|ID credentials (username and password)
  - » The PNM Module uses the term "Recipient" in place of "Member." Where "Recipient" is referenced, this refers to the Member
  - » Applies to Managed Care, Fee-for-Service (FFS), and MyCare eligibility verification

Stage 2 – Member Eligibility Verification | Overview (cont.)

Purpose and Considerations

- Common Acronyms
  - » IOP – Innovate Ohio Platform
  - » MCE – Managed Care Entity
  - » MITS – Medicaid Information Technology System
  - » PNM – Provider Network Management

- Resources
  - » For detailed step-by-step instructions, please utilize the User Guides available at https://ohiopnm.myabsorb.com/.
    - Users will need an enrollment key to create an account and access training guides. These enrollment keys will be part of the communication sent out by ODM when the Learning Management System is open for enrollment

Member Eligibility Verification
Stage 2 – October 1, 2022
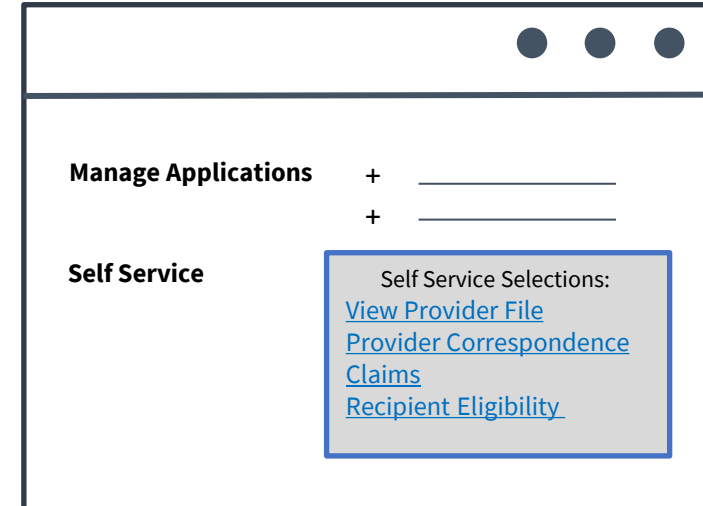
Member Eligibility Verification
Stage 2

PNM
Login

Manage Applications   + _____
                       + _____

Self Service

Self Service Selections:
View Provider File
Provider Correspondence
Claims
Recipient Eligibility
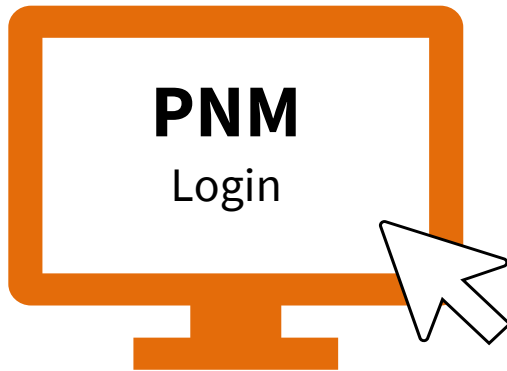
1. **Navigate to the *Provider Network Management (PNM) Module and log in using your OH|ID credentials (username and password).**

2. **Using the "Self Service" table on the Provider Management Home Page, select "Recipient Eligibility."** _**You will be routed to the MITS Portal to complete your eligibility search.**_

This link will be available on 10/1/2022.
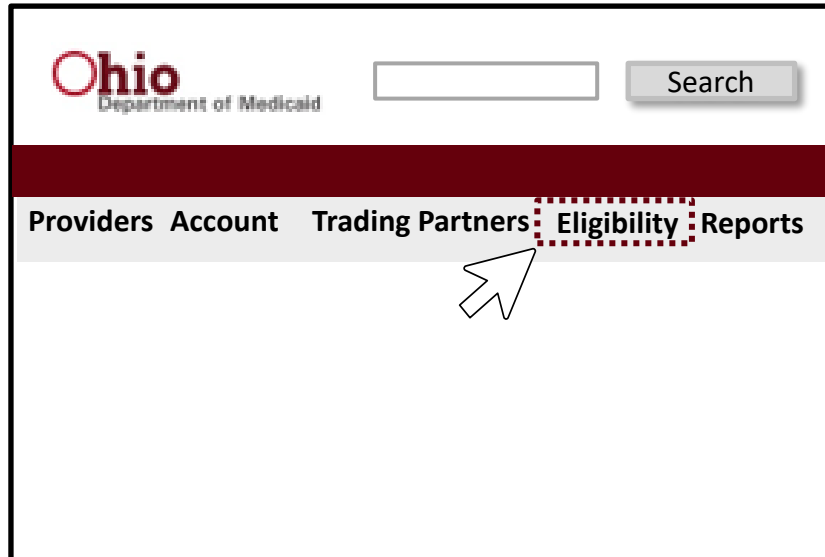
Continue to next slide

Checking Member Eligibility: Routed to MITS
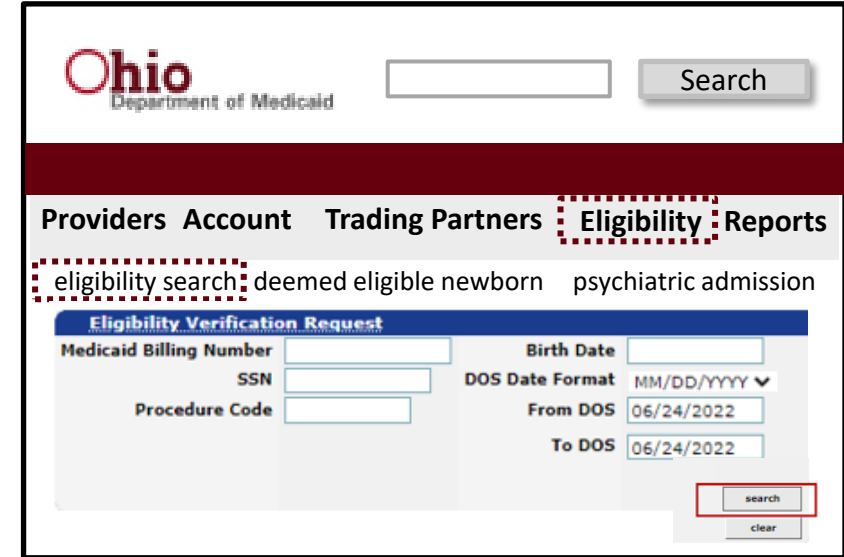
Stage 2

3. Once in the MITS Provider Portal, select the "Eligibility" option in the top menu bar.

4. Select "Eligibility Search" from the sub-options. Complete the fields under "Eligibility Verification Request" entering the member's Medicaid billing number, birthdate, or other identifying information. Then, select "Search" in the bottom of the page.

Checking Member Eligibility: Routed to MITS

Stage 2

5. After selecting "Search," if any required search information is missing, you will receive an on-screen notice detailing which errors to correct. Errors must be corrected before proceeding.

6. If the search criteria return results, the individual has at one time been enrolled in Medicaid. You will receive a search output detailing their member information, their benefits, and effective coverage dates. If you do not receive any search results, try entering different search criteria (i.e. SSN instead of Medicaid Billing Number). If no results are returned, the individual is not enrolled in Medicaid.